



## *The Public Service Commission State of South Carolina*

Jocelyn Boyd  
Chief Clerk/Administrator  
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Clerk's Office  
Phone: (803) 896-5100  
Fax: (803) 896-5199

August 7, 2018

### SCHEDULING NOTICE

A complaint was filed by **Charles Hawkins** ("the Complainant") on August 6, 2018, against **Duke Energy Carolinas, LLC**.

Docket Number **2081-258-E** has been assigned to this case. **Randall Dong** has been assigned as the Hearing Examiner in this docket. The Hearing Examiner will hear the case and make a recommendation regarding a decision on the case to the full Public Service Commission. The Commission will then issue a final decision, pursuant to S.C. Code Ann. Regs. 103-841 and 103-855.

Please take notice that pursuant to S.C. Code Ann. Regs. 103-817, a hearing will be held before Hearing Examiner **Dong** at **10:00 a.m. on Monday, September 10, 2018**, at the Commission's Office located at 101 Executive Center Drive, Suite 100, Columbia, SC 29210. The company's and the Office of Regulatory Staff's direct testimony is due **Monday, August 27, 2018**. The Complainant may respond to the company's direct testimony, but must do so in writing by **Tuesday, September 04, 2018**. Failure to comply with the deadlines set out above may result in dismissal of the case or granting of the relief sought against you. The Complainant or other parties in the case (the utility or the Office of Regulatory Staff) may file motions prior to the hearing. Failure of any party to file a response with the Commission with copies being sent to the other parties within ten (10) days of receipt of a pre-hearing motion may result in dismissal of the case or granting of the relief sought against you.

In the alternative, the Complainant may bypass the Hearing Examiner process and have the complaint heard before the entire Commission, if desired. A hearing before the entire Commission will involve longer time frames for the pre-filing of testimony and exhibits and for the assignment of a hearing date, since the Commission hearing schedule has more assigned hearing dates than the hearing examiners. However, should the Complainant in this case desire a hearing before the full Commission, the Complainant must file a written request with the Commission Clerk's Office within seven (7) days of receipt of this notice, with copies of said request being sent to the utility company that is the subject of the complaint and to the Office of Regulatory Staff. Filing of such notice will automatically suspend the hearing date and scheduling deadlines set out above. After receipt of the request, the Clerk's Office will notify all parties of new dates for the pre-filing of testimony and exhibits and for the hearing before the full Commission.

2018-258-E 271525

05:32:04 p.m. 06-04-2018 3 1888543923

To: Individual Complaint Page 3 of 3

2018-06-04 21:34:29 (GMT)

1888543923 From: Travius Hawkins

**Complete Form, Print, Sign and Mail to:**  
Public Service Commission of South Carolina  
101 Executive Center Dr., Suite 100  
Columbia, SC 29210



Phone: 803-896-5100  
Fax: 803-896-5199  
www.psc.sc.gov  
Text PSCAGENDAS to 39492  
To receive an alert when Meeting Agendas are released

**Individual Complaint Form**

Date: 06/04/2018

**Complainant or Legal Representative Information: \* Required Fields**

Name \* Charles Hawkins  
Firm (if applicable)  
Mailing Address \* 28 Kavanagh Ct  
City, State Zip \* Greenville SC 29611 Phone \* 864-360-0819  
E-mail ccs\_hawkins@att.net

Name of Utility Involved in Complaint: \* Duke Energy

**Type of Complaint (check appropriate box below): \***

☒ Billing Error/Adjustments ☐ Deposits and Credit Establishment ☐ Wrong Rate ☐ Refusal to Connect Service  
☒ Disconnection of Service ☒ Payment Arrangements ☐ Water Quality ☐ Line Extension Issue  
☒ Service Issue ☐ Meter Issue  
☐ Other (be specific)

Have you contacted the Office of Regulatory Staff (ORS)? \* ☒ Yes ☐ No Name of ORS Contact:

**Concise Statement of Facts/Complaint: \* (This section must be completed. Attach additional information to this page if necessary.)**

I asked Duke Energy to check my meter because my bill has been going up and I have been in North Carolina at Duke Medical Center with my disabled wife. I have turned in a medical form to alert Duke Energy of my wife health issues. Duke energy has stated that I haven't contacted them in three months which is not correct. They also didn't check my usage to see if there was an error. I had no choice but to make an arrangement for a \$900.00 payment to keep service with the understanding that I would seek help from an assistant agency. I was advised that the agency could take up to 1 week to communicate with Duke Energy I'm facing disconnection. Ms/Mrs Robingson reinstated a arrangement and didnt advise me of this via letter.

**Relief Requested: \* (This section must be completed. Attach additional information to this page if necessary.)**

Stop disconnection on the 06/05/2018. Except my \$200 today and what ever the agency gives towards my bill this week.  
Make all my arrangements for \$250 on the 3rd of ever month until I'm caught up.  
Could be life threatening if my power is disconnected. If not, I can pay 300 today and 640 on Friday the 8/10/2018

**\*\*I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE. ☒ Yes ☐ No**

*Charles Hawkins*  
Complainant's Signature (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA )  
COUNTY OF Greenville )

**VERIFICATION**

I, Charles Hawkins verify that I have read my complaint filed on 6/4/18  
Complainant's Name \* Date \*

and know the contents thereof, and that said contents are true

*Charles Hawkins*  
Complainant's Signature \* (MUST BE SIGNED, DO NOT PRINT)

Internal Use Only	
Process Date	Date